

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘**Click here to go to the Internet Exam**’ link at the bottom of the bulletin.”

Systems Software Specialist I

Statewide

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The statewide Systems Software Specialist I (SSS I) examination consists of a Training and experience evaluation used to evaluate your education, training and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience <ul style="list-style-type: none"> More than 5 years experience performing this task Over 3 years to 5 years experience performing this task 1 to 3 years experience performing this task Under 1 year experience performing this task No Experience/Training Level at which the task was performed <ul style="list-style-type: none"> Supervised and/or trained others on task Performed task as a lead or as an expert Worked independently on task Worked under direction on or assisted with task (e.g. managers, leads, instructors) Not performed 	EXPERIENCE	LEVEL
	Consulting & Advising		
1	Providing technical expertise, advice, and guidance to staff and customers regarding roles in systems support for information technology systems.		
2	Mentoring end-user staff in the use of software products, tools, and procedures using group or one-on-one instruction.		
3	Informing staff, management, and customers on hardware/software system changes and the impact on applications and projects.		
4	Consulting with customers to inform them of services provided by systems software teams and respond to questions/inquiries regarding system or application connectivity.		
5	Serving as a liaison with vendors to report, troubleshoot, and resolve hardware/software problems using maintenance contracts, documentation, and vendor supplied problem management systems.		

ITEM #	Years of experience	EXPERIENCE	LEVEL
	Level at which the task was performed		
	<ul style="list-style-type: none"> More than 5 years experience performing this task Over 3 years to 5 years experience performing this task 1 to 3 years experience performing this task Under 1 year experience performing this task No Experience/Training 		
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6	Providing technical assistance to customers in the installation, configuration, maintenance and operation of information technology systems.		
7	Consulting with staff to evaluate the interface between hardware and software, develop specifications, and resolve customer problems.		
8	Consulting with customers on project statuses and technical issues.		
	Product Installation and Implementation		
9	Testing hardware/software systems (e.g., new releases, new features, new products, patches/fixes) to ensure functionality using test scenarios, test plans, vendor supplied tools, and documentation.		
10	Installing hardware/software systems (e.g., new releases, new features, new products, patches/fixes) to meet department requirements, using vendor-supplied tools and documentation.		
11	Creating standards, processes, and procedures for customers to follow using vendor documentation, application requirements, departmental standards, and industry best practices.		
12	Assisting in the analysis and configuration of system hardware/software components in accordance with security requirements and industry best practices.		
13	Configuring and utilizing various system monitoring tools.		
	Products & Systems Maintenance and Performance		
14	Implementing systems to incorporate security measures based on best practices.		
15	Evaluating systems for capacity, availability, and performance.		
16	Reviewing and updating standards, processes, and procedures utilized by departmental technical staff.		
17	Automating maintenance tasks, monitoring system functions, and creating performance alerts.		

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18	Modifying existing software configuration to correct errors, adapt it to new hardware, or upgrade interfaces and improve performance.		
19	Configuring system access controls to ensure compliance with security requirements.		
20	Monitoring user access controls to ensure compliance with security requirements.		
21	Monitoring system utilization to determine capacity needs and develop plans to meet future needs.		
22	Adjusting system parameters or configurations to meet performance requirements.		
23	Monitoring and documenting changes to systems hardware and/or software to maintain current configuration documentation.		
24	Researching errors in products ("bugs") using knowledge bases and technical documentation to identify and correct issues.		
25	Identifying and applying fixes/patches in products using knowledge bases and technical documentation.		
26	Identifying and diagnosing system malfunctions.		
	Disaster and Operational Recovery		
27	Backing and recovering IT systems to ensure system disaster and operational recovery.		
28	Assisting in the development of disaster and operational recovery plans and procedures by providing input to ensure business continuity.		
29	Testing and validating disaster and operational recovery plans to verify functionality and identify gaps.		
	Product Evaluation		
30	Researching hardware/software system releases, features, products, knowledge base, and patches/fixes to make recommendations that satisfy business requirements, security requirements and architectural standards.		

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	Research and Documentation		
31	Writing technical documentation to meet operational requirements, business requirements and ensure consistency.		
32	Collecting and analyzing system resource utilization and performance metrics using data analysis and reporting tools to provide historical and exception reports for problem identification and resolution, capacity planning, or system improvement.		
	Communication		
33	Collaborating with project team members, management, and stakeholders on information technology systems, projects, and assignments.		
34	Communicating with vendors regarding their products to gather information and solve system/product issues.		
35	Reporting the status of system projects, maintenance efforts, change control items, or problem resolutions to management and stakeholders.		

Section 2: Knowledge, Skills, and Abilities

Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	Years of experience	EXPERIENCE
	<ul style="list-style-type: none"> ▪ I have applied this knowledge or ability for more than 5 years. ▪ I have applied this knowledge or ability for at least 3 years but less than 5 years. ▪ I have applied this knowledge or ability for at least 1 year but less than 3 years. ▪ I have applied this knowledge or ability for less than 1 year. ▪ I do not possess this knowledge or ability. 	
	Troubleshooting	
36	Knowledge of basic system data gathering, sampling, and analysis techniques for troubleshooting, monitoring, diagnostics, and capacity planning.	
37	Knowledge of information processing and industry best practices in systematic problem solving techniques used to troubleshoot and test hardware/software installations.	
38	Knowledge of data communications access methods to troubleshoot performance, communications problems and establish connectivity between disparate systems.	
39	Ability to identify and diagnose malfunctions of operating systems to ensure software performance.	
	Systems Software Knowledge	
40	Knowledge of basic computer system hardware specifications and capabilities.	
41	Knowledge of the issues in conversions/upgrades between generations or versions of computer systems/networks to ensure accurate implementation.	
42	Ability to install and upgrade hardware/software systems (e.g. patches/fixes, firewalls, routers, switches, security devices, controllers, consoles, messaging systems).	
	Product Installation	
43	Knowledge of procedures and requirements to implement and verify hardware/software installations and maintenance.	

44	Ability to plan, coordinate, and schedule hardware and software installation activities to meet assigned deadlines.	
	General IT Knowledge	
45	Knowledge of information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.	
46	Ability to develop detailed installation, maintenance, and support specifications for use by team members and production support staff.	
47	Knowledge of system security to develop preventative measures to ensure system integrity and confidentiality.	
48	Knowledge of the uses and functions of database management systems.	
49	Knowledge of network protocols.	
50	Knowledge of security standards, practices, and technologies.	